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**CENTRAL REGION COUNCIL ON WORKFORCE SERVICES**  
**Monthly Meeting Minutes**  
**Thursday, May 22, 2003**  
**12:45 p.m.**

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Presiding: Jane Reister Conard, Chair

Present: Jan Cook, Deirdre Darby-Duffin, Charles Daud, Greg Diven, Norman Fitzgerald, Representative Brent Goodfellow, Bo Hall, Elizabeth Heath, Clay Hiatt (representing Brad Maughan), John Hill, Paul Jackson, Karen Silver, Kerry Steadman, Russ Thelin, Dean Walker and Commissioner Gene D. White.

Excused: Susan Archibeque, Edward Armour, Cynthia Brothers, Kathleen Gage, Stephen Goodrich, Todd Henriksen, Brad Maughan, Stephen Ronnenkamp, Megan Wiesen, Councilman David Wilde and Julie Zimmerman.

Absent: Allan Ayoub, Douglas Johnston, and Richard Justice.

Guests/Volunteers: Chris Bray, Karen Mecham, Kevin Schofield and Melva Sine.

Presenter: Scott Steele, DWS Auditor

Staff: Sherrill Chapman, Leno Franco, Jane Gardner, Kristy Jepson, Diane Lovell, Laurel Morris, Melissa Olsen, Scott Steele and Verene Froisland.

**Call to Order & Announcements**

Jane Reister Conard called the meeting to order at 12:48 p.m. and welcomed all those in attendance.

Chairperson Conard welcomed two potential member candidates; Kevin Schofield, Utah Alliance of Government Employees (UAGE) and Melva Sine, CEO of the Utah Restaurant Association.

Chairperson Conard thanked the Council members for a successful retreat held on April 24<sup>th</sup>. There were 43 attendees, with 7 representatives from the Youth Council. Ms. Conard noted that all of the feedback she has received has been positive.

Chairperson Conard announced that Ed Armour, Chair of the Marketing Committee, wanted the Council members to know that the Marketing Committee is available to serve the needs of the Council. Anyone interested in the Marketing Committee's help, please let Mr. Armour know.

Chairperson Conard then announced that there is a change in the July meeting schedule due to the holidays. The Executive Committee decided to combine the Executive Committee meeting and the Central Region Council meeting into one meeting, which will be held on July 10<sup>th</sup> at noon.

The Chair then recognized, Chris Bray, who has acted in a volunteer capacity and has been very dedicated to the Council over the years. Ms. Bray will not be attending the Council

meetings in the future due to changes in her job duties. Ms. Conard then presented a Certificate of Appreciation to Ms. Bray and thanked her for her contributions.

Ms. Bray thanked the Chair and expressed that she valued her association with everyone on the Council.

### **Approval of Minutes**

Chairperson Conard stated that due to a lack of quorum, the approval of the minutes for the Central Region Council meeting of Thursday, April 24, 2003 and the Executive Committee meeting of Thursday, May 8, 2003 will be deferred to the June 26<sup>th</sup> Council meeting.

### **Ratification of April 24 Council Action**

The Chair announced that due to a lack of quorum, ratification of the Council action taken at the April 24<sup>th</sup> Council meeting (approval of the minutes for the Central Region Council meeting of Thursday, March 27, 2003 and the Executive Committee meeting of Thursday, April 10, 2003) will be deferred to the June 26<sup>th</sup> Council meeting.

### **Committee Reports**

**Membership** – Chairperson Conard indicated that for two consecutive meetings, the Council has not had a quorum. She then reminded the Council members that the statute allows for member replacement following three unexcused absences. She reiterated the need for members to contact her or Diane Lovell if they are unable to attend a meeting.

The Chair continued with her report by stating that there are a number of Council members whose terms will be expiring on June 30<sup>th</sup>. Each affected member will be contacted and asked that their name be included in the slate of nominees for re-appointment.

**Basic Needs** – Karen Silver stated that in October 2002 the Basic Needs Committee talked about assessing how well the on-site childcare was working at the Metro and the Downtown Expo Employment Centers. At that time, the Committee recommended that attempts be made to increase the level of utilization to a more cost efficient level of 40%. The goal of 40% has not been met; however, the Committee noted the following points: 1) Metro usage is going down; 2) Downtown Expo usage appears to be going up; and, 3) perhaps the 40% goal is not realistic and should be reviewed. It may be that if 40% of all customers used childcare the vendor/space capacity may be exceeded.

**Ms. Silver moved to keep the on-site childcare at the Downtown Expo Employment Center and phase out the on-site childcare at the Metro Employment Center and see about transferring that part of the contract to South County because there is such great volume there.**

Greg Diven stated that if the Downtown Expo childcare stays open and the Metro childcare closes, there is a very good possibility that some of the people that utilize the service at Metro may go to the Downtown Expo. Mr. Diven noted that customers would need to be notified in advance of the closure. The Committee feels that child care is needed at the Downtown Expo Center and anticipates that the need will increase during the summer.

Clay Hiatt stated that the possibility of having on-site child care services at South County could be investigated, however he does not feel that South County could accommodate it because space is very limited. Mr. Hiatt then noted that the Department is paying, on average, \$14.44 per child hour at the current utilization rates.

Mr. Diven stated that one of the main reasons the Department offers on-site child care is to provide better service to and safety for the customers. One concern that the Committee addressed regarding the South County Center was safety had to do with a reported instance of unattended children on the stairs.

Paul Jackson suggested the Council support Ms. Silver's recommendation for a set period of time and then revisit the issues if the costs remain high.

Jane Gardner stated that the child care contract terminates on June 30<sup>th</sup> and the contractor should be given notice on June 1<sup>st</sup>. The contract can be renewed; however, a specific period of time should be designated.

Chairperson Conard suggested that although there is not a quorum, the Council take action and then have the action ratified at the June 26<sup>th</sup> meeting.

**Mr. Jackson moved that the contractor be notified on June 1<sup>st</sup> of the termination of on-site child care at the Metro Employment Center effective June 30<sup>th</sup> and that the on site child care be continued via a 60-day no cause termination at the Downtown Employment Center. Brent Goodfellow seconded the motion.**

Kerry Steadman asked how much the on-site child care is costing the Department.

Mr. Hiatt stated that the Department is not given a budget for this service. The money comes out of the region's (a Center's) operating budget.

Ms. Gardner added that the cost for on-site child care for both centers is about \$6500/month.

Deirdre Darby-Duffin asked if the service was taken away would it impair the employment counselor's ability to work with people who bring in their children.

Ms. Gardner responded that the center managers were asked that question and they felt that it would not significantly impair their ability to work with people who bring in their children.

Laurel Morris, Manager of the West Valley City Employment Center, stated that she does not feel that having child care at her Center would impact services. She further indicated that based on her experience and observations, she doubts if the usage would reach 20%.

Ms. Darby-Duffin asked if the service was eliminated how would the savings be used?

Mr. Hiatt stated that the Department would hire staff "ahead of need" so that trained employees can assume jobs when vacancies occur.

Ms. Gardner stated that the Department does not have the money to fund on-site child care and would need to ask for the money. Leno Franco continued by stating that the Downtown Expo Employment Center is funding child care with money that is earmarked for office supplies. He indicated that the Downtown Center budget is actually in the red because Central Region was not "funded" for child care.

**Mr. Jackson, restated his motion and moved that:**

- The contractor be notified on June 1<sup>st</sup> that the child care service at the Metro Employment Center will terminate effective July 1<sup>st</sup>;
- That child care services continue at the Downtown Employment Center using a 60-day “no cause” termination;
- If child care utilization has not reached 40% at end of 60 days then child care at the Downtown Center should be shut down; and,
- An evaluation be conducted regarding the need and possibility for child care services at the South County Employment Center.

Representative Goodfellow seconded the motion. All voted “Aye” except Ms. Darby-Duffin, Mr. Daud, Mr. Steadman and Russ Thelin who voted “Nay” and Gene White who abstained.

Chairperson Conard stated that the motion carries and the Council will revisit this issue at the June 26<sup>th</sup> meeting. She further noted that at this point, immediate notice should be provided the contractor informing them that on-site childcare services are terminating at the Metro Employment Center.

**Government Relations** – There was no report at this time.

**Marketing** – Ms. Darby-Duffin spoke concerning the Employer Summit that will take place on Thursday, September 25<sup>th</sup>. There are currently 10 sponsors; two of which are in-kind sponsors. The Employer Summit will begin at 8:00 a.m. with the first portion focused on employers. The second portion of the Summit will be a job fair targeted to the job seeker. The final portion of the Summit will be dedicated to youth and provide opportunities for parents and youth to network with employers. Ms. Darby-Duffin then stated that her office, the Economic Development Corporation of Utah (EDCU), publishes an employer guide that lists all major employers in Utah with 100 or more employees. EDCU has offered to send out a direct mail to those employers inviting them to the Summit and also try to get several more sponsorships.

**Finance** – Charles Daud distributed a handout with information explaining the North American Free Trade Agreement (NAFTA) training program and funding. As of today, expenditures are \$65,118; obligations are \$122,180 and available funds are \$123,000. Mr. Daud then stated that he feels that there are some employers who may not be aware of this program and perhaps the Marketing Committee can help get the word out.

Jan Cook asked if there is a listing of companies in Utah that have benefited from this program? Mr. Hiatt responded in the affirmative.

Mr. Daud concluded his report by stating that more information is available at the website (<http://www.doleta.gov/tradeact/news.asp>) for those that are interested.

Chairperson Conard stated that Mr. Daud will continue to provide monthly updates and information about DWS funding sources and the need to obligate all available funds before year-end.

**Training & Development** – Norman Fitzgerald reported that there are several pending provider applications that are almost a year old. The applicants have not provided information that is required for the approval process. The committee determined that after a year, pending applications should be removed. Mr. Fitzgerald then spoke concerning Supervising Today’s

Workforce. He stated that attendance has been good recently and that he is waiting for additional information from Brad Maughan regarding some fiscal considerations.

**Facilities** – Mr. Fitzgerald stated that a meeting with Ken Martinez, Manager of the Tooele Employment Center, is planned to discuss the next steps in the facility development process for the Tooele Employment Center.

### **Retreat Outcomes and 2003-04 Goals**

Jan Cook referred to the handout that was included in the packet. She reported on each committee's goals and noted that the goals were realistic and achievable. Ms. Cook went on to state that the enthusiasm that came from the retreat is very evident and that Council members want to contribute in a way that is not only personally gratifying but that also brings added value to their employers.

Ms. Cook focused on the membership goals because the members' understanding of their role and purpose drives the success of the Council. She reported that one of the things that the Membership Committee took away from the Retreat is that people want a sense of purpose and an understanding of how they can contribute. The Membership Committee plans to review the new member orientation process and create a mentoring component wherein new members will be "mentored" by Council or DWS staff members. It was also suggested that Committee Chairs meet individually with new members to give them a better understanding of the committee's functional responsibilities. Ms. Cook then stated that she will provide the Membership Committee with an outline detailing a revised process for new member orientation.

Ms. Darby-Duffin spoke concerning the Marketing Committee goal to "Strengthen relationships with Economic Development Agencies within and outside of DWS". She stated that there is a networking agency of economic development professionals from around the state of Utah called the Utah Alliance. Ms. Darby-Duffin stated that she sits on the board. She went on to suggest that it may be beneficial for a member of the Marketing Committee or the Council to join the Utah Alliance Board, representing DWS.

Mr. Steadman asked if the staff of DWS has taken a look at the goals?

Ms. Lovell responded by stating that DWS had only taken a cursory look at the goals and plans to provide feedback after formal presentation of the goals to the full Council. Last year, the Council's annual goals and the DWS staff goals were incorporated into one plan (1000-day Plan) for the Central Region.

### **SLCC Tooele Skills Center Update**

Representative Goodfellow stated the Tooele Skills Center lease will not be canceled. Commissioner White, and a few other Tooele delegates helped the Salt Lake Community College make some good decisions. He reported that the Tooele Skills Center will reopen next week with plans to increase student enrollment through more advertising.

### **"What's Working for State Partnerships Serving People with Disabilities"**

Mr. Thelin stated that on March 19<sup>th</sup> he had the opportunity go to Washington D.C. on March 19<sup>th</sup> to participate in a panel presentation to a number of national stakeholders on the subject of "What is working in State partnerships for individuals with disabilities". The conference was led by the University of Iowa College of Law and was co-sponsored by a number of organizations including the Department of Education, the Office of Disability, Department of Health and Human Services, Special Education and Rehabilitated Services, etc. Its focus was primarily to

take a look at innovative approaches to serving persons with disabilities. Utah was one of five states asked to participate. The other states included Colorado, Iowa, North Carolina and Vermont.

Mr. Thelin then identified the programs that were presented in Washington D.C. The first, a grant project called "Choose to Work Utah" which consists of an inner-agency collaboration between DWS and the Utah State Office of Rehabilitation. The program's focus is to present and provide individualized comprehensive job development and job placement services for individuals with disabilities – not exclusively to individuals on TANF. The program is primarily geared to serving individuals whose disabilities present substantial barriers to employment.

Another project, "Benefits Planning and Outreach Service", is jointly funded by a number of different sources, one of which is TANF. This is a benefits counseling service provided to Social Security recipients to help educate them on the work incentives offered through the Social Security Administration.

The final project reported on by Mr. Thelin is a project that is out of our region, but one that represents a very interesting and unique concept that Central Region may want to consider in the future. Southeastern Utah has the "Southeastern Utah Small Business Investment Fund" (SUSBIF) Program. The SUSBIF Program is funded through several sources, not the least of which is TANF Rainy Day monies. The project assists individuals with disabilities to become self-employed and provides seed money for business start-up. Mr. Thelin reported that all 44 individuals who received funds to start self-employment enterprises in southeastern Utah, are still in business. Mr. Thelin continued by stating that these programs impact the people that DWS serves, and particularly those receiving TANF intensive services. Mr. Thelin concluded his presentation with highlights of projects presented by the other states.

### **WIA Audit Presentation**

The Chair introduced Scott Steele, DWS Auditor. He stated that State Auditors are under contract with the Federal Government to provide a "Single State Audit" on an annual basis. The Single State Audit looks at all State programs funded by the Federal Government that require annual review. Last year's DWS Audit looked primarily at two programs – Child Care and WIA.

Mr. Steele then addressed the dynamics of the audit process. The State Auditors begin by outlining the scope of their review, then conduct the review and offer technical assistance and recommendations during the review. Last year's audit revealed some concerns, the majority of which were "attention to detail errors". A couple of significant findings dealt with policy areas that the department has addressed and worked on correcting over the last months. Mr. Steele then reported that the main problem last year was an issue dealing with citizenship verification. DWS set up the following three-phase approach to correct the problem.

1. First phase: go back and look at the sample cases that the auditors reviewed.
2. Second phase: review policies to identify problem causes and determine why problems occurred
3. Third phase: revise policy as necessary and implement corrective action

Mr. Steele concluded his presentation by indicating that due to a) the efforts put forth at building cooperative relationships with the Auditors, and b) the strong work ethic of DWS employees, he and the department are optimistic about the results of the next audit.

Mr. Steadman asked if the State Auditors would look at last year's recommendations and comment on improvements made in this year's audit.

Mr. Steele responded by stating that prior year problems are typically looked at again.

### **Regional Director's Report**

**Temporary Placement Office (TPO)** – Mr. Hiatt stated that final decisions have not yet been made regarding the TPO. We are continuing to gather information and have reduced the hours to four daily - 7:00 a.m. to 11:00 a.m. Mr. Hiatt concluded by stating that there will be more information at the next Council meeting.

Chairperson Conard noted that this is a difficult situation and one where the social need vs. the business reality has to be balanced. She then noted that the other regions in the State are moving to eliminate this sort of service.

**West Valley Employment Office – Proposed Modification of Service Hours** – Laurel Morris, Manager, West Valley Employment Center began her report by introducing Kristy Jepson an Employment Counselor who was very involved in developing the four-day workweek proposal. Ms. Morris continued by stating that during March, all customers were surveyed and 80% were in favor of changing the work hours. She also indicated that Center staff overwhelmingly support the change to a four-day schedule. Ms. Morris then noted that although final department approval is pending, letters of support have been received from a number of community organizations and advocates. She then indicated that the desired date for the new schedule is early July and the Center would like an opportunity to provide advance notice to interested parties and customers.

**Ms. Darby-Duffin moved to endorse the proposal from the West Valley Employment Center, which is to work four 12-hour days per week. Ms. Darby-Duffin further moved that the Council members not present be given the opportunity to vote by telephone so that action can be taken right away. Mr. Steadman seconded the motion. All voted "Aye" except Mr. Thelin who abstained. The motion passed.**

**Ms. Lovell sent an e-mail on Wednesday, May 28<sup>th</sup> to the Council members not present at this meeting for their review and vote. Ed Armour, Cindy Brothers, Julie Zimmerman and Todd Henriksen responded in favor of the motion.**

Mr. Steadman asked that the Council get an update of how things are working after a short period of time.

Ms. Conard stated that anyone who would like an electronic copy of the West Valley Center's proposal should contact Ms. Lovell.

### **Old Business**

Ms. Silver stated that she told the Salt Lake Community Action Program Board of Directors that she would voice their support for keeping the Tooele Skills Center open. The CAP Board of Directors suggested the Board of Regents be contacted to ascertain if communication problems may have contributed to the recommended closure of the Tooele Skills Center.

### **New Business**

There was no new business.

**Public Comment**

There was no public comment.

As there was no further business, the meeting adjourned at 2:31 p.m.